

Daniel Robinson & Sons

Independent Family

Funeral Directors & Monumental Masons

Est.1892

“We aim to be, for all the communities we serve, the people to turn to in time of bereavement; to ensure, by our wholehearted commitment, that every funeral is carried out to the highest possible standard; and to be available to offer advice, support and assistance at all times.”





“We are all very proud of the professional and personal service that we provide for local families.”

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Introduction

I am proud to introduce you to Daniel Robinson & Sons.

Our team of dedicated, fully trained staff is always at hand, 24 hours a day, to give help, advice and guidance to families at the most difficult of times.

Our funeral homes are built in the heart of the communities which they serve and have their own multi-faith chapels of rest where families may spend time with their loved ones.

We have a wealth of experience and knowledge that enables us to listen to your wishes and guide you, ensuring that the funeral arranged is as unique as the person who is remembered.

Gary Neill M.B.I.E.
Managing Director

About us

Established in 1892 in Stansted, Essex, Daniel Robinson & Sons has a proud history of serving our local community, providing the highest quality of service at a time when only the very best care and attention will do.

Independent family funeral directors have declined over recent years. However, our family business has continued to flourish and grow, built on firm foundations and with a determination to provide a quality service that is second to none.



“Bereavement is often a distressing and bewildering experience and our first duty is to offer professional and sympathetic advice and guidance in dealing with all the necessary formalities and arrangements that may be required. Our aim is to provide a comprehensive funeral service with excellent facilities that our clients can use at any time. A manager is on duty 24 hours a day, every day of the year to help - you only need to ask.”

Bishop's Stortford

Conveniently located in South Street, close to the town centre, this branch was purpose built in 1976 and is also the location of our head office and the base for our senior management and accounts teams. There is a small car park which our clients are very welcome to use.

Our Bishop's Stortford branch has a dedicated coffin showroom. Across the company we are able to offer almost any kind of coffin or casket to suit individual preferences and budgets. Our range includes traditional options, those with bespoke modern images and designs, willow and environmentally friendly options.

"You really were enormously helpful, understanding & positive."



Sawbridgeworth

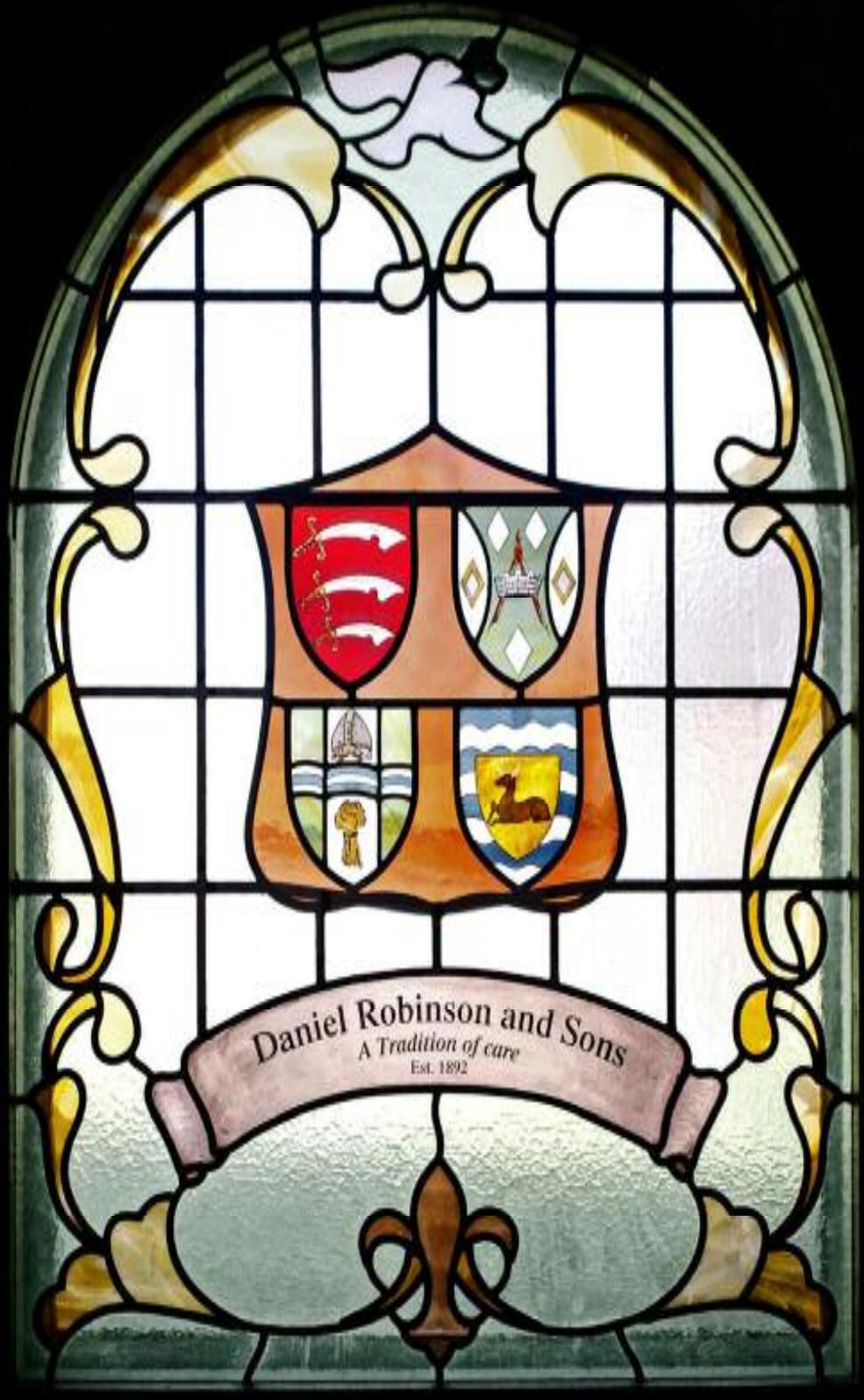
Our funeral home is in Bullfields, close to the junction with Station Road. The premises have recently been fully renovated and refurbished to a very high standard, providing families with a warm and friendly welcome. The building was originally used as a telephone exchange having been built in the 1950s by Glasscocks, which was a building company owned by the Robinson family. Local funeral director Horace Moss used the premises for many years before selling his business to us in 1989.



As a company we are fully committed to training our funeral staff, who are all enrolled with the Independent Funeral Directors College in order to complete professional qualifications.



"I want to express my gratitude to you and your excellent staff who, as on previous occasions when our family has dealt with you, provided outstanding service."



Harlow

We have been established in Wych Elm, close to the Princess Alexandra Hospital and the town centre, since 1966, when the New Town was still being developed. This was our first branch office and is one of the most advanced and well equipped funeral homes in the country today.

It is important to us that families understand all the choices and options that are available and we always aim to give families all the help, advice and information they need to decide on important elements of the funeral that will best reflect the life of their loved one.

We work closely with churches, crematoria, etc., and with representatives from religious groups in and around the area. When requested we will also do so further afield, dependent upon your preferences.

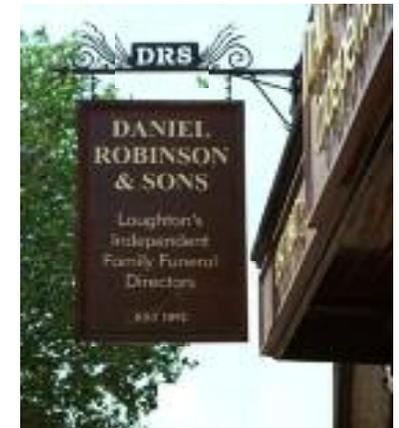
We understand that not all families will request a religious service and we work with civil and humanist celebrants to ensure that everyone's wishes are met.

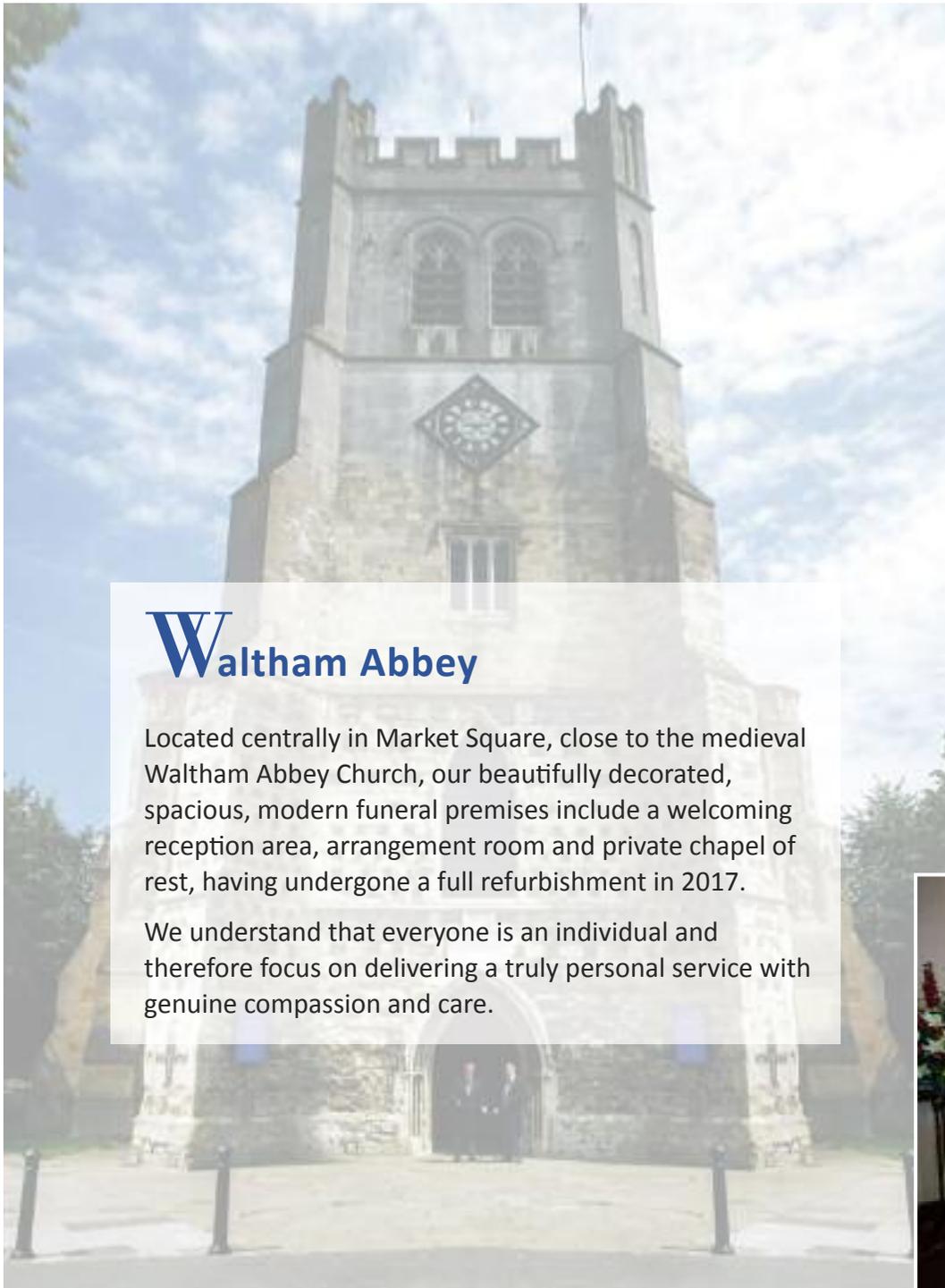


Loughton

Located on Church Hill, the premises was formerly used by a well known butcher's shop called Bosworth. We have now named the building Bosworth House as a mark of respect and it has been tastefully modernised, maintaining some of the original features. The premises have an attractive private courtyard leading to a private chapel of rest where families can spend time with their loved one in peaceful surroundings. Seamus and Jo Setterfield, together with their team, are there to guide you through each stage of the arrangements, from the initial contact to the day of the funeral.

An annual remembrance service is held in the courtyard for all those who have passed away during the year. Families are invited to attend and light a candle in memory of their loved one.





Waltham Abbey

Located centrally in Market Square, close to the medieval Waltham Abbey Church, our beautifully decorated, spacious, modern funeral premises include a welcoming reception area, arrangement room and private chapel of rest, having undergone a full refurbishment in 2017.

We understand that everyone is an individual and therefore focus on delivering a truly personal service with genuine compassion and care.

We work with local florists who deliver to our funeral homes daily to ensure that they bring the flowers along in good time for the cortege to leave and that the blooms are kept as fresh as possible.

Our team will be happy to provide you with details of reputable florists in the area.



Epping

Centrally located in the High Street, opposite St John's Church, our helpful and highly experienced team are happy to assist you every step of the way. They have worked in the local area for many years and can offer excellent advice and guidance about the facilities and services that we provide.

Client car parking is available at the rear of the premises.

Our team will discuss with you whether or not you would like to place a funeral notice in the press to let friends and family know of the funeral arrangements. Your funeral arranger will be able to make the appropriate bookings.



"I was very satisfied with the arrangements you made and was particularly impressed with the sensitive conduct of the men who came to our home."

Great Dunmow

Since 1987 we have been serving families in the market town of Great Dunmow, famous for its Flitch Trials. Along with everything you would expect from a funeral home, ours has a large car park, coffin showroom and memorial display.

We are proud to be part of this close-knit community and organise and support many local events during the year. The service you can expect is 'seamless' allowing time to grieve in the knowledge that everything is taken care of.



"Thank you very much for you and your colleagues' exceptional, professional and personal service, everything was first class."





Halstead

You will receive a warm welcome from the team at Halstead. This branch was formed from a highly successful merger with Derek Holmes Funeral Services in 2007. Derek still works with us as a consultant funeral director and brings with him a wealth of local knowledge.

From time to time our arrangers are asked to organise repatriation - either because someone has passed away overseas or because transportation needs to be arranged from the UK to another country.

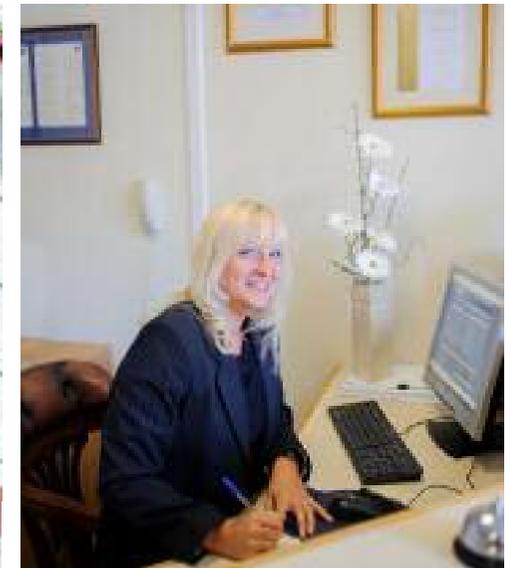
We are highly experienced in making the necessary arrangements and raising the required documentation.

“We realise that your business is professional and of long standing but in the modern world that does not always guarantee efficiency and satisfaction.”

“You may be assured we were treated with compassion and professionalism from start to finish.”

Braintree

Our office is situated in the very heart of Braintree, right opposite one of the town’s historic buildings, the Town Hall, which dates back to 1926. The business was originally owned by W C Brown & Sons. Following the purchase by Daniel Robinson & Sons, Ivan Brown continued to work with us. Although he has now retired, he still comes in from time to time for families that he personally looks after.





Vehicles

We invest heavily in our funeral fleet to ensure that families are able to travel as comfortably as possible. Our chauffeur-driven limousines are maintained to the highest standards with the majority of our vehicles consisting of S Class and E Class Mercedes limousines and hearses. All of our vehicles are fully air-conditioned and have been purpose built to our own high specifications.



Other Vehicles

From time to time we receive a request for a specialist vehicle, usually something that was a keen interest of the person who has passed away. We are able to source a wide range of vehicles, including horse-drawn carriages with black or white horses and a choice of plume colours, vintage lorries, camper vans and motorcycles. If you have a special request, please do ask.



Service Sheets

Our dedicated service sheet design team specialise in producing bespoke service sheets that reflect the life and interests of your loved one. Their professional and artistic approach ensures that your individual wishes are met.

All of the elements that you wish to incorporate into the service will be put into a proof which will be sent to you to approve prior to printing. We have a library of hymns and poems, with access to images for every interest. Service sheets can be as detailed or as simple as you wish and may include your own photographs.



Pre-paid Funeral Plans

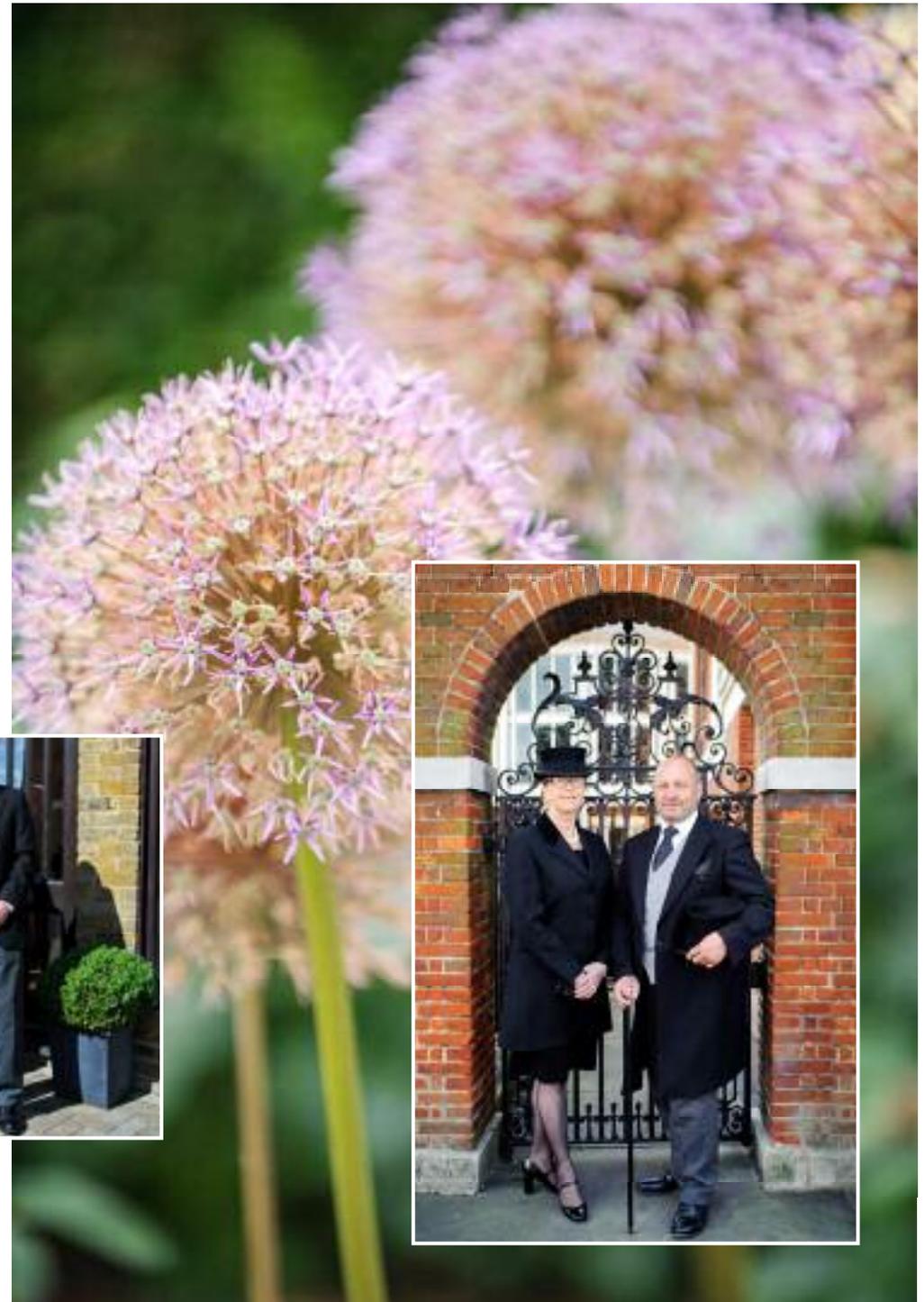
We highly recommend taking out a pre-paid funeral plan to help beat rising inflation. Over the years we have learned that, just as no two people are the same, no two funerals are either. That's why our funeral plans are always bespoke according to your wishes. There are various ways to pay for a plan and, once purchased, we guarantee that there will be nothing more to pay for the funeral director's services included in your plan, no matter how much prices rise in the future. The money is kept safely in a trust and it is a sensible and thoughtful way to make life easier for your family when the time comes. Only if third-party costs were to exceed the growth of the plan might there be any balance to pay at the time of need.

Nowadays it is possible to buy a plan in all sorts of places including on the internet and in shopping centres. Please remember that there is no better place to purchase a funeral plan than your local independent family funeral director, who knows the area and can answer any questions that may arise and will be right there when the time comes. Please telephone or call in to make an appointment at one of our offices, or in your home if mobility is a problem. We will be able to listen to your needs, produce a quotation for you, as well as answer any questions. There is no obligation to go ahead if you decide the plan is not for you.



Our Team

We have both men and women funeral conductors here at Daniel Robinson & Sons, all of whom are highly experienced and have completed or are enrolled in specialist funeral qualification training programmes. All the members of our team have the shared aim of helping you through this difficult time and make you feel as comfortable as possible.



Memorials and Tablets

We are able to supply memorials for cemeteries and churchyards. We will help you to identify what options are available to you dependent upon the rules that the chosen churchyard or cemetery have in place and we will assist in any application process that is required.

Memorial brochures are available at each of our branches. Please feel free to contact us for any help and guidance you may need.



Additional Services

Please feel free to ask any member of our team about the wide range of . . .

- **Coffins, including contemporary & traditional.**
- **Urns and scatter tubes** of varying designs and sizes.
- **Commemorative jewellery & paperweights** to suit a variety of tastes, including hearts, tea lights and butterflies. Jewellery is also available in the form of rings, necklaces, earrings and bracelets.
- **Books of Remembrance** - where friends and relatives can leave messages of condolence and write about their special memories.
- **Bereavement Counselling** - the service includes a telephone helpline, email advice, online chat facility and six face-to-face sessions - available fully funded to our client family members, please ask for a leaflet for full details.

We are here to help; please ask if there is something you would like and we will do our very best to source it for you.



In Memory Donations

We have invested heavily in developing an online donation system that can be accessed through our website to enable all families to place an obituary and have a fundraising site in memory of their loved one. Each dedicated fundraising page gives details of the charity or charities for which you would like to raise funds and if you wish can show details of the time and location of the funeral with maps to aid those who are attending.

The system makes it much easier to gather Gift Aid contributions and can enhance money raised for registered charities by as much as 25% when donations are made by UK taxpayers.

Each person who makes a donation is able to leave a message of condolence and after six weeks we will send you all of the messages of condolence and notification of the total amount of money raised in memory. We then send the funds to the charity or charities on your behalf.

Daniel Robinson & Sons in the Community

We are dedicated to contributing to the community where we work. To-date we have raised over one million pounds for charities and good causes, a large amount for Hospices including St Clare, St Helena, Farleigh and Isabel Hospices. The funds have been raised primarily through Charity Golf Days and Balls, where our team of staff volunteer their time.

Each year, usually in December, we write to families and invite them to attend our Remembrance Services, where they can come along and light a candle in memory of their loved ones in the company of others who have been bereaved during the year.

We support the Royal British Legion, promoting fundraising, selling poppies and participating in services in every town where we have a funeral home. We also sponsor a range of local community groups such as bowls, cricket and football teams and enjoy the opportunity to be part of networking groups including Rotary International, Women In Business, local breakfast business clubs, etc.



History

We are a family-owned funeral directors, the business having been first established in 1892 when Daniel Robinson bought a building company at Stansted, where he began to make coffins and to arrange funerals. Daniel was a particularly able and far-sighted man of business and, within a relatively short time, he had bought a brickyard and land, followed by a builder's yard. Timber was readily available on his farmland and he built a sawmill to enable the use of the timber in building local properties. In 1912 he bought another building company at Bishop's Stortford where he also arranged funerals and supplied memorials. Since then the company has gradually evolved and developed and we now have Daniel Robinson & Sons funeral homes in nine locations.

Gary Neill MBIE was appointed Managing Director in 1987. He has overseen continual improvement of our facilities and vehicles, and a considerable increase in the scope of our services, ensuring that we deliver the best possible quality and value to families.

We are proud to be the first independent funeral director to have achieved the Investors in People Gold standard. We have a workforce of approximately 50% men and 50% women and we invest heavily in training and skills development for every member of the team. We are great advocates of funeral pre-planning and have been recognised on a near annual basis as a Funeral Planner of the Year by our funeral plan trust provider.

Management Team

Our board of directors is committed to maintaining our high standards and works with the senior management team to monitor performance and ensure that we are meeting and where possible exceeding the expectations of families. The management team is led by Gary Neill, who works closely with Head of Operations & Finance, Nigel Appleby. Our funeral homes are managed by experienced, fully trained, funeral managers who live locally and are dedicated to working within their local communities, providing a friendly, helpful, caring and highly professional service at your time of need.



Daniel & Margaret Robinson



*Bart Robinson—Director
Grandson of Daniel & Margaret Robinson*





Daniel Robinson's sawmill at Stansted where timber was prepared for local buildings and for coffins, with Smiler the horse, circa. 1925

24 hour contact details...

Bishop's Stortford 01279 655477

79/81 South Street, CM23 3AL

Harlow 01279 426990

Robinson House, Wych Elm, CM20 1QP

Sawbridgeworth 01279 722476

3 Bullfields, CM21 9DB

Epping 01992 560890

146 High Street, CM16 4AG

Loughton 020 8508 1008

Bosworth House, 4 Church Hill, IG10 1LA

Waltham Abbey 01992 711892

4 Market Square, EN9 1DL

Great Dunmow 01371 874518

Haslers Lane, CM6 1XS

Halstead 01787 475533

52 Trinity Street, CO9 1GB

Braintree 01376 320582

7 Manor Street, CM7 3HW

Email: enquiries@drobinson.co.uk

www.drobinson.co.uk